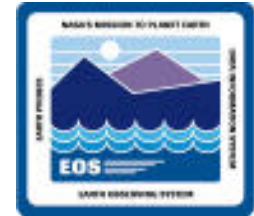# NCR Reporting During Ir1 Ops

Gil Tadmor
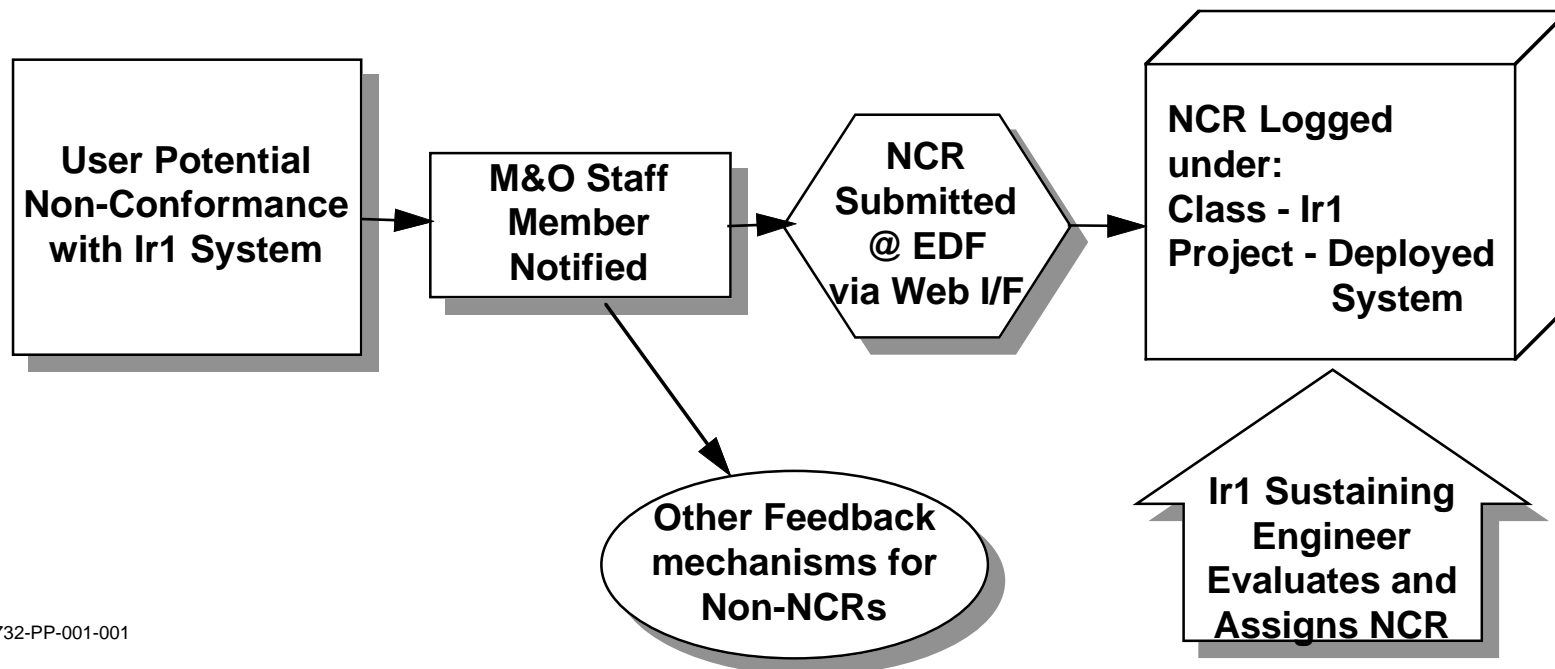
gtadmor@eos.hitc.com
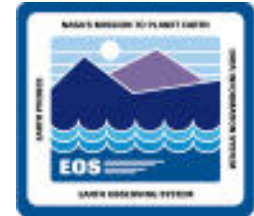
31 January 1996

NCR Submittal Process

- **NCRs logged during Ir1 Operations are classified as Trouble Tickets**
- **These NCRs are logged in the EDF DDTs database and are not related to the ongoing SSIT process occurring at the DAACs**
- **SSIT related NCRs are tracked locally at each site**
- **Site M&O staff will be able to access the EDF DDTs database through a WWW interface and submit new problem reports**

User Potential Non-Conformance with Ir1 System → **M&O Staff Member Notified** → **NCR Submitted @ EDF via Web I/F** → **NCR Logged under: Class - Ir1 Project - Deployed System**

Other Feedback mechanisms for Non-NCRs

Ir1 Sustaining Engineer Evaluates and Assigns NCR

NCR Disposition Process

All Ir1 NCRs/Trouble Tickets will be tracked in the EDF DDTs database

Currently two projects are configured for the "Ir1 Class"

- **Develop_Test (for pre-CSR and Site Test related NCRs)**
- **Deployed_Sys (for all Post Ir1 Hand-Off Trouble Tickets)**

During Site Tests

- **ECS I&T team to log directly into DDTs under Ir1 Class, Develop_Test Project. Ir1 I&T staff in coordination with the Sustaining will track these NCRs through their resolution.**

Post Ir1 Hand-Off

- **NCR related to the Ir1 delivered system found by ESDIS, DAAC personnel, ECS DAAC M&O, IV&V, Instrument Teams, etc. will be forwarded to the ECS DAAC M&O representative who will submit the "Trouble Ticket" as illustrated on previous page.**
- **The WWW I/F to the EDF DDTs database will be limited to NCR submission and NCR reports.**
- **ECS DAAC M&O personnel will be able to track Trouble Ticket status through:**
    - **DDTs NCR reports via the WWW I/F**
    - **Contacting the Ir1 Sustaining Engineer (voice, e-mail, etc.)**
    - **Reviewing the Ir1 Home Page**

EDF DDTs Setup

DDTs User Model:

State Changes	Responsible Party	Description	User Interface Type
Submit-to-New	All (testers, developers, QA)	discovery and submission of new NCR	WWW
New-to-Assigned Evaluation	Lead Developers / Mgrs	lead developer(s) assign a person to evaluate the NCR	DDTs
Assigned Eval-to-Assigned Fix	All Developers	person evaluating NCR assigns someone to actually implement the fix	DDTs
Assigned Eval-to-Duplicate	All Developers	person evaluating NCR decides whether it is a duplicate NCR	DDTs
Assigned Fix-to-Fixed	All Developers	person implementing the fix confirms the modified code is under CM control	DDTs
Fixed-to-Assigned Verify	Lead Testers / Mgrs	lead tester(s) assign a person to verify the NCR fix	DDTs
Assigned Verify-to-Verified	All Testers	person verifying the fix confirms successful testing results	DDTs
Verified-to-Closed	Lead Testers / Mgrs	lead tester(s) confirms that the issue is completely resolved	DDTs

DDTs accounts currently planned:

State Change Privileges	Sust. Engr.	Sust. Devel.	Sust. I&T	Site M&O
Submit-to-New	*	*	*	*
New-to-Assigned Evaluation	*		*	
Assigned Eval-to-Assigned Fix	*	*		
Assigned Eval-to-Duplicate	*	*	*	
Assigned Fix-to-Fixed	*	*		
Fixed-to-Assigned Verify	*		*	
Assigned Verify-to-Verified	*		*	
Verified-to-Closed	*			